

Case Study - IDC & Managed Hosting

Key benefits

- High availability of IT infrastructure and 99.99% uptime SLA for their portal that ensured a consistent customer experience
- A robust and a scalable IT infrastructure to support the expansion and growth of their business
- Data confidentiality and security for the bank's customer sensitive information
- Quick turnaround time and improved responsiveness to queries and trouble ticket
- 24x7 network monitoring through an operational dedicated Security Operations Center (SOC) alerts the bank on any security breaches and cyber attacks
- Improved performance levels as a result of 24x7x365 end-to-end network management and monitoring
- Enhanced portal performance levels as a result of burstable bandwidth availability

Key Takeaways

After a smooth migration process, Netmagic today manages the bank's IT infrastructure including its website. Their website has been up and running since the past two years and there have been no issues of downtime. The entire setup is managed and monitored by Netmagic's expert team. With stringent security guidelines and security measures as per ISO 27001 standards followed by Netmagic Solutions, the bank's concerns regarding data security and confidentiality have been alleviated.

A quick turnaround time for resolution of any issue has led the bank to provide its customers with a consistent user experience. Netmagic's 24x7 operational dedicated Security Operations Center (SOC) monitors CNAM deployment for the bank and alerts them on any security breach or an attack. The SOC team works with the bank and advises them on how to mitigate the threat or the breach that has occurred. A total of 67 attacks have been detected and blocked by CNAM since the beginning of 2012. The bank can now focus on expanding its presence locally and globally with Netmagic Solutions supporting its growth plans.

